



LEADERS ASSEMBLY 2018: THE PURSUIT OF EXCELLENCE
March 18-20, 2018 in Baltimore, MD

Building High Powered Summer Teams
Monday, March 19 from 10:50AM-12:20PM

SESSION PRESENTER(S):

Joel Bennett, Beber + Perlman Camps

SESSION DESCRIPTION:

Engaged employees are loyal and psychologically committed to the mission of your camp. They are also more productive, and more likely to return. Shouldn't we be doing everything we can to identify, retain, and encourage our staff to be engaged? The answer is an unequivocal YES! This session will explore the Gallup Q12 Employee Engagement survey, as well as other live-feedback methods, and teach you how to use them at your camp as a vehicle for real-time feedback. We will also discuss best strategies to support and develop your summer leadership team.

BIG IDEAS FROM THIS SESSION:

1. Show your team what success looks like.
2. Empower your staff with authentic listening posts.
3. Action feedback immediately.

Interested professionals should please feel free to reach out to me at joel@bebercamp.com. A great book to start your excellence journey is "The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company" by Joseph Michelli.